

Strategic Responsibility Policy



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Introduction

Kela's strategic responsibility policy outlines the priorities for our responsibility work. Our work is based on Kela's strategy. The responsibility policy serves as the frame of reference through which we develop our operations. We will look at our operations from the perspective of social, economic and ecological responsibility. The values that guide Kela's activities are respect for the individual, expertise, cooperation and renewal. These values are also integral to our responsibility work.

The responsibility aspect is present in many ways in Kela's various activities. Kela's responsibility work focuses on continuous development: our work must be viewed not only through its positive but also negative impact. As a responsible actor, we accept our responsibility for the impact of our operations on society.

The Government of Finland is committed to the implementation of the 2030 Agenda for Sustainable Development of the United Nations. Along with the Government, other actors in society also play a key role in implementing the UN Sustainable Development Goals. Kela is a nationally significant organisation and our activities are reflected on entire society. Our social responsibility requires that we contribute to the UN Sustainable Development Goals.



Read more about our responsibility work!

- kela.fi/web/en/operations-organisational-responsibility

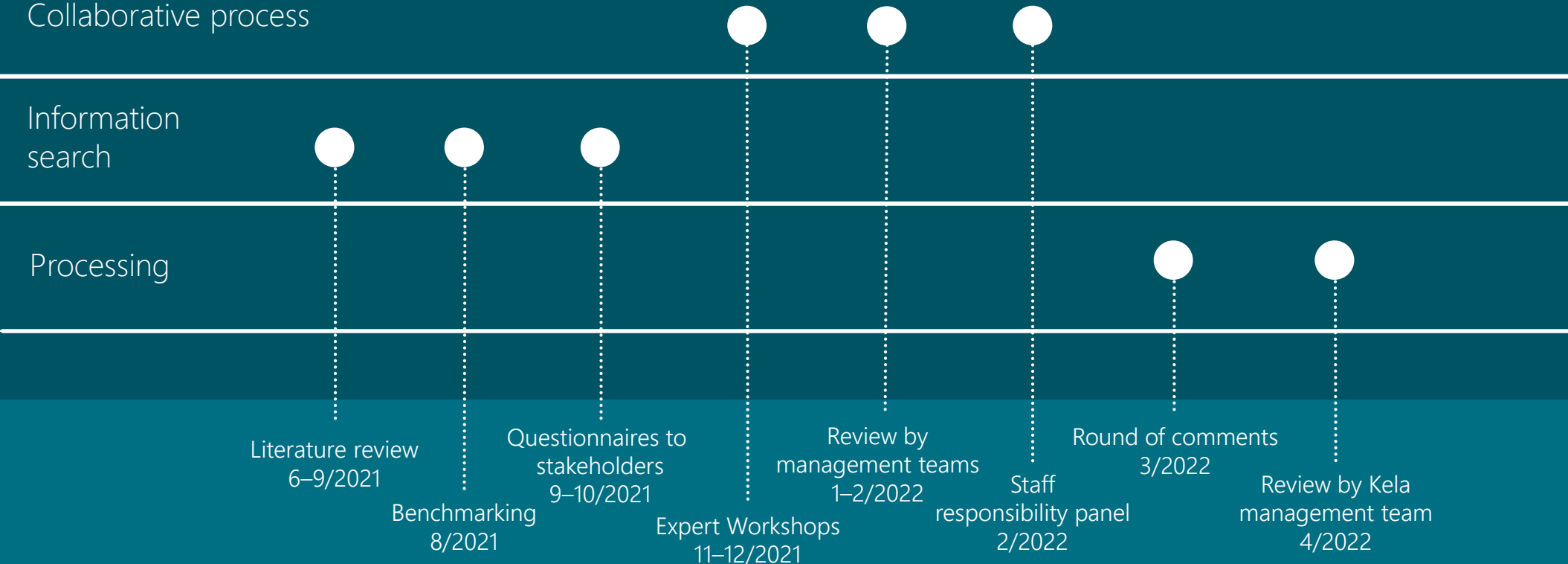
Our responsibility policy



Our responsibility work is based on the global Sustainable Development Goals (Agenda 2030)

1. Our clients receive service according to their needs.
2. We produce and utilise information responsibly.
3. We build new opportunities and add value by fulfilling our task responsibly.
4. We mitigate climate change and act in the best interests of the environment.
5. We act responsibly as an employer, work community and as colleagues.

How the policy was prepared



Description of the operating environment
and sustainability policies

A world of diversity

In Finland, the population is becoming increasingly diverse in their background, culture and resources. This requires from Kela the ability to recognise the diversity of its client base, thereby strengthening its understanding of its clients' needs. The development of services is built on this understanding. From the perspective of social responsibility, the fundamental aspect of service development is true equality, whereby each client receives, in adequate measure, the best possible services for their needs.

Many of the indicators that broadly highlight inequalities are showing that disparities between different socio-economic groups, among other things, have not narrowed in Finland. These phenomena are also reflected on the remit of Kela, whose role is to develop social welfare legislation. In this role, we produce information about the needs of various client groups to legislators and decision-makers.

It is also important to upgrade the diversity skills held by Kela's staff as part of our service. Diversity and cultural competencies support respectful and non-discriminatory treatment of people from a variety of backgrounds.



1.

[Our policy >](#)

1.

FIRST POLICY

Our clients receive service according to their needs.

- We identify individual client groups and develop our services to match their needs. We involve different client groups in service development and take into account accessibility, usability and effectiveness in the development of services.
- We redefine our goals for diversity. We develop staff expertise on themes of diversity.
- We strengthen the diversity perspective in our communication.

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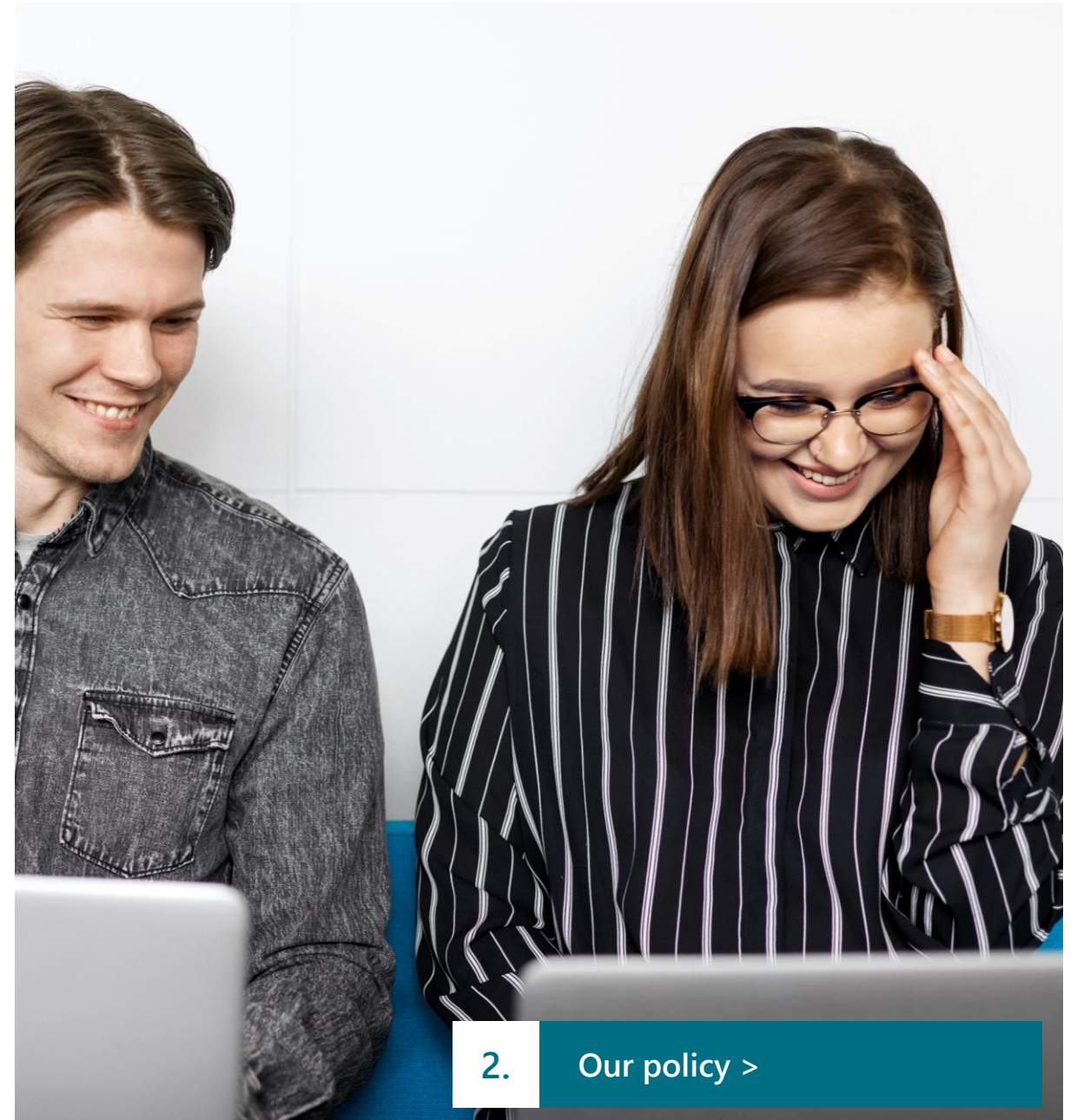
Digital trust

Responsibility also extends to data and transparency in its use. It is essential that we produce and utilise information reliably.

Clients increasingly expect transparency from organizations in the way their collected and utilise their personal data. While utilising data through digitisation offers opportunities it also presents challenges, particularly from the point of view of digital trust. Lack of trust can prevent clients from accessing digital services.

Clients' trust in Kela is based on robust data protection and data security. We can improve clients' digital trust by ensuring a high level data protection and data security.

We can also strengthen digital trust by defining and effectively communicating our ethical principles to our clients and partners for the production and utilisation of data.



2.

[Our policy >](#)

2. SECOND POLICY

We produce and utilise information responsibly.

- We will be clear towards our clients and stakeholders about our policies and principles of responsible and secure collection, management and utilisation of data. We will be also be open about how we share data and dispose of it.
- We utilise our data reserves responsibly to support the well-being of our clients.
- We work with various actors to strengthen digital trust and capabilities.

Handprint

It is essential from the responsibility perspective for organisations to recognise their own positive as well as negative impacts on society. Expanding our handprint or positive impact is key, because it helps organizations look at accountability work as a set of opportunities. Responsibility can also be used as a tool in the development of services and innovations. Organisations can identify opportunities by monitoring and anticipating potential trends of development in society.

Responsibility work is increasingly governed by legislation and guidance. The public sector will also fall under the scope of these: for example, there will be a growing amount of regulatory responsibility reporting. Regulatory reporting obligations guide Kela in the production and development of data related to responsibility. Reporting will also produce data that supports decision-making.

The various dimensions of responsibility have been taken into account in Kela's sustainable finances framework. These dimensions are also reflected in financial planning and the implementation of financial measures. In addition, our investment activities and principles for responsible investments take into account the responsibility requirements arising from the operating environment.



3.

[Our policy >](#)

3.

THIRD POLICY

We build new opportunities and add value by fulfilling our task responsibly.

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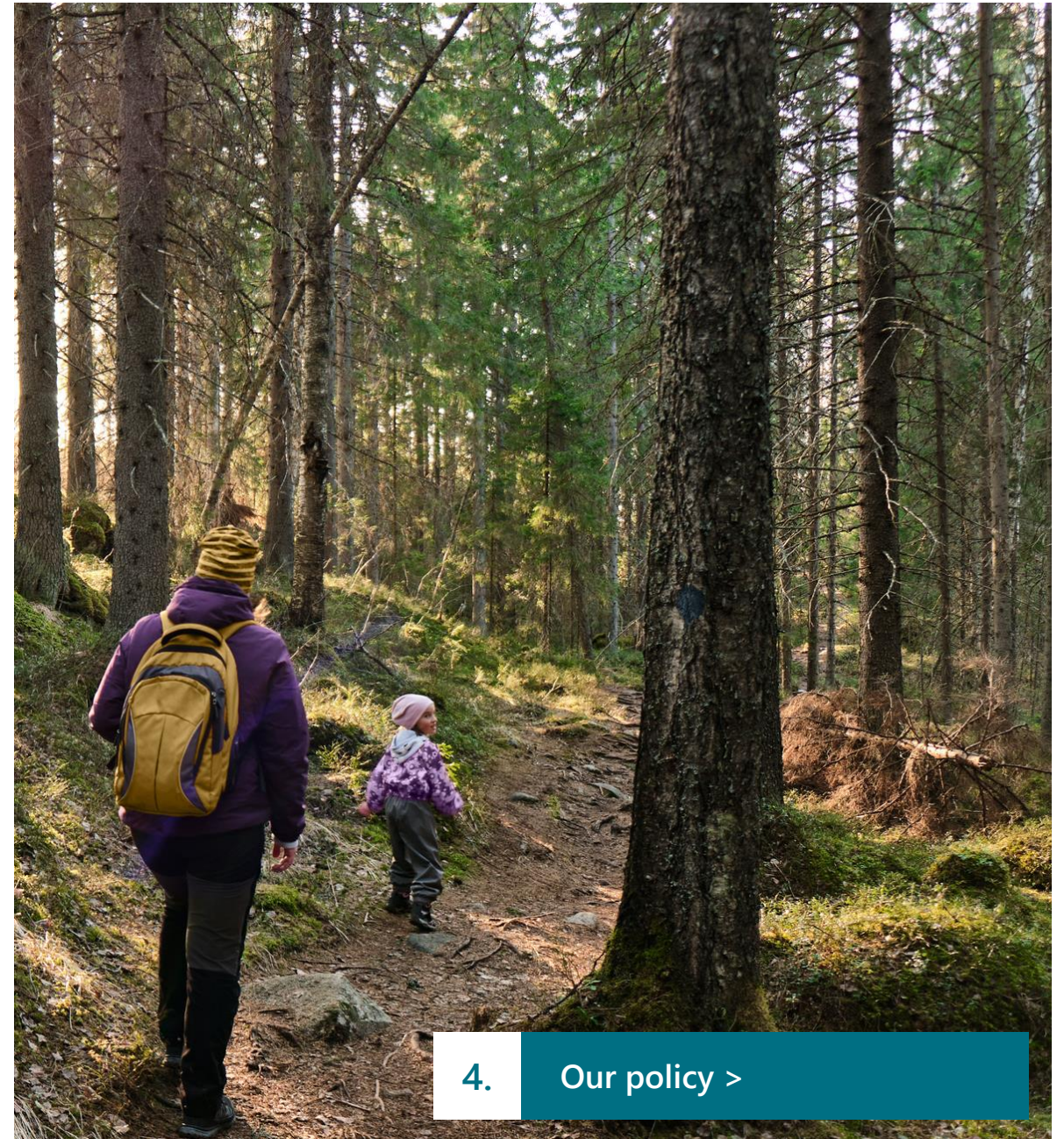
- We develop and lead our operations based on responsibility data. In addition, we anticipate and grasp new opportunities through experimentation and rethinking our operations.
- We monitor the social impact of our responsibility work and develop responsibility reporting and the relevant indicators.
- We strengthen our operations in line with Kela's sustainable finances objectives. We are developing our investment operations based on our objectives of responsible investing.
- We promote social, economic and ecological responsibility in our purchasing activities and, by extension, the positive handprint of our activities in Finland and the world.

The climate and environmental aspect in Kela's services

The global climate crisis has required countries round the world to co-operate and commit to measures mitigating climate change. Finland aims to be carbon neutral by 2035. In order to achieve this objective, the Government Programme states that the emission reduction measures require the involvement of all sectors of society.

Climate change also has social impacts, which are further linked to human health, livelihoods and the cost of living. The far-reaching impacts of climate change and the commitment to mitigate it are also reflected in the activities of Kela. It is important that we identify the impact of our services and other activities on the environment and climate on a broad scale.

Remote working and digitisation have contributed to a change in the way we work. This development is also reflected in the use and need for Kela's facilities.



4. FOURTH POLICY

We mitigate climate change and act in the best interests of the environment.

- We understand the climate impacts of our actions. We set targets to reduce our carbon footprint and define the metrics by which we track our progress.
- We communicate environmentally friendly ways to use our services to our clients and partners.
- We learn to use our premises in a more environmentally friendly manner and take into account the objectives of the national premises strategy.

The well-being of the staff

Responsible activities supports positive staff experience. Employees are placing increasing value on responsibility themes. This challenges organisations to engage in more effective responsibility-based work. The commitment to responsibility is also reflected in Kela's human resources policy as well as in supporting a positive staff experience. A positive staff experience is a critical asset for Kela.

Responsible organisations that celebrate diversity attract talent and are sought-after employers. The diversity of an organisation is advanced by accepting differences in people. This requires equal and non-discriminatory treatment of staff from recruitment through the entire lifecycle of the employment relationship. Non-discrimination is one of the key principles of a responsible employer: it is important to ensure that everyone can be themselves in the workplace. Kela's activities are guided by its Equality and Non-Discrimination Plan.

The increase in environmental awareness contributes to an increase in the willingness of staff to make environmentally friendly choices in their work. Taking this development into consideration is also important in Kela. A responsible employer takes care of the well-being of its employees and enables the improvement of their well-being by ensuring that employees are given opportunities to develop their competences.



5.

FIFTH POLICY

We act responsibly as an employer, work community and as colleagues.

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- We value people. We promote diversity and non-discrimination in the workplace. The measures laid down in our Equality and Non-Discrimination Plan steer our efforts on these issues.
- We support the welfare of all our staff members.
- We offer our staff the opportunity to make environmentally friendly choices in their work. We communicate these opportunities clearly.
- We respect mutual agreements on matters.

Definitions of key concepts

Key concepts (1/2)

Responsibility

Responsible action contributes to sustainable development. Its goal is the well-being of present and future generations. Responsibility is traditionally viewed through three aspects of sustainable development: social, ecological and economic.

Responsibility means a broader commitment than mere compliance with laws and regulations. It also means acknowledging different ethical perspectives.

A responsible organisation takes into account the impact of its activities on its diverse stakeholders. Responsibility work is aimed at strengthening the positive impact of an organisation on its stakeholders and society and minimising the negative effects of its activities.

Responsibility handprint and footprint

A handprint of an organisation's activities refers to the positive effects of its activities within the operating environment. A footprint, on the other hand, refers to the negative impacts on the operating environment caused by the activities of an organisation. Reducing negative impacts and amplifying positive impacts expands an organisation's handprint.

Diversity

A diverse organisation is aware of and acknowledges the diversity of people. People from different backgrounds make the organisation diverse. Consequently, considering differences is the basis of a diverse organisation.

In a diverse organisation, diversity is seen as an asset as it reinforces pluralism and introduces different perspectives to the organisation's operations and decision-making. In diversity management, people's diversity is taken into account in organisational development.

Source: FiBS

Digital trust

Digital trust is formed by several factors, such as data security and risk management in organisations and the methods of generating and utilising data. Digital trust is built between the client and the organisation, so that a client can trust the security and ethical use of data in the digital service they receive, for example.

Source: Sitra

Key concepts (2/2)

Non-discrimination

Non-discrimination is based on the principle that all people are equal regardless of their gender, age, ethnic or national origin, nationality, language, religion and beliefs, opinions, disability, health status, sexual orientation or for any other qualities related to the person.

Such qualities include place of residence, socioeconomic status, wealth, employment status or family relations.

Source: THL

Substantive equality in service provision

Substantive equality means that each client receives adequate and the best possible services for their individual needs.

Therefore, services and their development must be based on the acknowledgement of people's differing needs. Factors related to the person must not affect their access to services or treatment in the provision of services.

Treating all clients similarly does not always guarantee substantive equality. Therefore, services and their development must be examined from the perspective of substantive equality. Equality means equity: the offsetting of inequalities, including positive discrimination.

Source: THL

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